

EXHIBIT 16

From: Nicholas, Robert [robert.nicholas@veolia.com]
Sent: Wednesday, February 18, 2015 4:02 PM
To: jlorenz@cityofflnt.com; Elizabeth Murphy; Howard Croft; gambrose@cityofflnt.com
BCC: Robert Nicholas
Subject: Copy of Presentation
Attachments: Flint Public Works Committee Interim Report V6 - Final.pptx

Good Afternoon

You will find attached a copy of the presentation for this afternoon.

--

Rob Nicholas
Vice President, Development
Municipal & Commercial Business
VEOLIA NORTH AMERICA

tel +1 859 582 0104
5071 Endview Pass / Brooksville, FL 34601
Robert.Nicholas@veolia.com
www.veolianorthamerica.com



Confidentiality Note: This e-mail message and any attachments to it are intended only for the named recipients and may contain legally privileged and/or confidential information. If you are not one of the intended recipients, please do not duplicate or forward this e-mail message and immediately delete it from your computer.

**City of Flint, MI
City Council Public Works Committee**

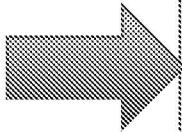
Interim Water Quality Report

Overton

Veolia Scope of Work

Week 1

- Provide a review of current actions
- Engage staff, visit facilities and analyze data
- Make interim report



Week 2

- Carry out more detailed study of initial findings
- Make recommendations for improving water quality
- Provide a plan, cost and schedule for change

Items of Note

- **Not in scope** – studying why the change from DWSD or the history of the utility
- **What we found** – A very frustrated community and a staff trying to solve the problem, having some success but frustrated with the pace of change

Everybody Is Checking the Safety of Water



- City, state, news media, universities and other groups
- Safe = compliance with state and federal standards and required testing
 - Latest tests show water is in compliance with drinking water standards
 - Monthly report available on web page
- More than 20,000 tests required annually for city
- Strict testing requirements in place (what and how to test)

Why TTHM Notices?

- TTHM is formed as a result of the reaction between chlorine and organic material in the water
- City is required to test quarterly at 8 sites
 - Last summer several sites had more TTHM than allowed
- City has reduced levels of TTHM and now all sites are in compliance
 - Customer notification letters are required until tests are in compliance an average of four quarters
- It will take at least 2 more quarters to lower average
 - Even a change to DWSD water doesn't solve problem
- Flint is not alone – hundreds of communities are facing TTHM issues

Why Discolored Water?

- Old cast iron pipes
- Always has been some discolored water problems – mostly after water breaks
- Efforts to reducing TTHM didn't help discoloration
 - « Doesn't mean the water is unsafe but it is not appealing and raises questions
- City will test the water at your home – call 787-6537 or email flintwater@cityofflnt.com
- Tracking customer complaints is important

Location of water quality complaints
The last 12 months – fewer than you think



Water Quality Can Be Improved

- Adjust the chemicals being fed – stop some, increase some and change some
- Provide better monitoring of water quality to help make adjustments
- Continue repair or replacement of broken parts
- Reduce the over capacity of the distribution system
- Do a better job explaining what is happening
- Do a better job of asking for help



Overdue

Further Explanation of Solutions